

City Attorney's Office

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
1	Departmental	Percentage of actual expenditures to budgeted expenditures for department operations.	Performance	<100%	48.5%	<100%
2	Departmental	Number of claims received and percent of claims acted on within statutory deadlines.	Workload	-	24	-
			Performance	100%	100%	100%
3	Departmental	Number of standard contract reviews requested and percent reviewed (or returned to department for further action) within five business days.	Workload	-	335	-
			Performance	100%	100% ^A	100%
4	Departmental	Number of code enforcement complaints received and percent receiving initial response within 72 hours.	Workload	-	88	-
			Performance	100%	100%	100%
5	Departmental	Number of code enforcement investigations opened.	Workload	-	88	-
		a. Number of investigations that lead to an enforcement action	Workload	-	4	-
		b. Number of investigations resolved through informal means (e.g. voluntary compliance/education)	Workload	-	78	-
		c. Number of cases reassigned to other departments for investigation or other action	Workload	-	191 ^B	-
	Departmental	Number of Ask Mountain View queries received.	Informational	-	270	-

^A The City Attorney's Office did not include contracts that experienced an unavoidable delay, such as contracts received when the assigned attorney was out of the office, when calculating this percentage.

^B Of the 191 cases that were reassigned to other departments, 185 were reassigned when the initial complaint was received. Code Enforcement cases were not opened for these matters as the code violations alleged are not investigated by the Code Enforcement division. 6 cases were reassigned after an official Code Enforcement case was opened.

City Clerk's Office

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
1	Departmental	Percentage of actual expenditures to budgeted expenditures for department operations.	Performance	<100%	45.8%	<100%
2	Departmental	Number of official election notices and percent published without error and on time.	Workload	-	N/A	-
			Performance	100%	N/A	100%
3	Departmental	Number of meeting minutes for City Council meetings and percent prepared without relevant error of fact.	Workload	-	6	-
			Performance	100%	100%	100%
4	Departmental	Number of legal hearing notices and percent published and mailed within deadlines and pursuant to the City's noticing guidelines.	Workload	-	15	-
			Performance	100%	100%	100%
5	Departmental	Number of Citywide public records act requests and total time spent on providing response.	Workload	-	375	-
			Workload	-	186h 45m	-
6	Departmental	Number of public meeting agendas and percent published on time.	Workload	-	12	-
			Performance	100%	100%	100%
7	Departmental	Number of Ask Mountain View queries received.	Informational	-	557	-

City Manager's Office

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
1	Administration	Percentage of actual expenditures to budgeted expenditures for department operations.	Performance	<100%	54.1%	<100%
2	Administration	Pieces of legislation tracked on behalf of the City.	Workload	-	15	-
3	Administration	Number of positions taken on legislative issues outside the City (County/State/Federal) and percent resulting in legislation that reflects the City's position.	Workload	-	9	-
			Informational	-	80% ¹	-
4	Administration	Total number of City Council meetings and average meeting time (including closed session and study session meetings).	Workload	-	11 4h 6m	-
5	Administration	Total number of agenda items addressed by City Council.	Workload	-	119	-
6	Citywide	Number of items on the Council Work Plan and percent completed within two-year plan horizon.	Workload	-	16	-
			Performance	90%	0% ²	90%
7	Citywide	Number of inquiries directed to the Mayor and City Council via Council Correspondence and percent receiving initial staff response within 72 business hours.	Workload	-	137	-
			Performance	100%	84%	100%
8	Communications	Number of media inquiries.	Workload	-	111 ³	-
9	Communications	Number of City-sponsored or community-based outreach events attended by the Multicultural Engagement Program Team.	Workload	-	7	-

¹ This metric reflects results from the 2025 legislative year (January through October) during which the City took positions on 15 issues, 12 of which resulted in legislation reflecting the City's position.

² The FYs 2025-27 Council Work Plan was adopted in June 2025.

³ Number of media inquiries through January 31, 2026.

City Manager's Office

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
10	Communications	Total number of interpretation and translation requests fulfilled by language:				
		a. Spanish (includes translations & interpretations)	Workload	-	119	-
		b. Chinese (includes translations & interpretations)	Workload	-	92	-
		c. Russian (includes translations & interpretations)	Workload	-	9	-
11	Communications	Number of unique visitors to the City's website and percent increase/decrease year-over-year.	Workload	-	493,398	-
			Performance	+2%	+8%	+2%
12	Communications	Open rate for the City's bi-weekly newsletter.	Performance	50%	59%	50%
13	Sustainability	Carbon Disclosure Project Grade.	Performance	A	A	A
14	Sustainability	Annual greenhouse gas emissions and percent reduction from baseline year (2005).	Performance	37.5%	27% ⁴	37.5%
15	Human Services	Number of meetings held with community-based organizations for human services collaboration and coordination.	Workload	-	5	10
16	Human Services	Number of clients/households served through City-funded programs and partnerships. ⁵	Performance	350 clients served	365 clients served	350 clients served
17	Human Services	Exits to permanent housing from City-funded homelessness programs. ²	Performance	85	60	85
	Departmental	Number of Ask Mountain View queries received.	Informational	-	95	-

⁴ This metric reflects updated data and emissions from post-pandemic increased transportation and building energy use due to return-to-work mandates.

⁵ Outcome data for FY 24-25. Final metrics for FY 25-26 will be available in Q2 FY 26-27.

Community Development Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
1	Departmental	Percentage of actual expenditures to budgeted expenditures for departmental operations.	Performance	≤100%	45.8%	≤100%
2	Departmental	Number of Department-led outreach/community meetings with the general public/community groups.	Workload	-	15	-
3	Departmental	Number of public records act requests responded to by the Department and percent completed within statutory deadlines.	Workload	-	182	-
			Performance	100%	100%	100%
4	Building	Number of building permits received and percent reviewed within targeted timeframe (business days in parentheses ^(A, C)):				
		a. Same-day permits (single-family and duplex residential permits that can be obtained online instantaneously such as reroof, water heater replacements) (1 day)	Workload	-	628	-
			Performance	100%	100%	100%
		b. Fast-track permits (commercial tenant improvements) (5 days)	Workload	-	34	-
			Performance	90%	52%	90%
		c. Single-family residential new construction (4 weeks)	Workload	-	26	-
			Performance	90%	41%	90%
		d. Single-family residential addition/remodel (4 weeks)	Workload	-	164	-
			Performance	90%	44%	90%
		e. Accessory dwelling units (2 weeks)	Workload	-	51	-
Performance	90%		46%	90%		

Community Development Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
		f. Multi-family residential new construction (6 weeks)	Workload	-	24	-
			Performance	90%	50%	90%
		g. Multi-family residential addition/remodel (4 weeks)	Workload	-	412	-
			Performance	90%	31%	90%
		h. Non-residential new construction (6 weeks)	Workload	-	17	-
			Performance	90%	35%	90%
		i. Non-residential tenant improvements (4 weeks)	Workload	-	95	-
			Performance	90%	49%	90%
		j. Electric vehicle chargers - multi-family residential and commercial (5 days) ^(B)	Workload	-	36	-
			Performance	100%	13%	100%
		k. Photovoltaic (SolarApp+) - Same-day single-family (1 day)	Workload	-	110	-
			Performance	100%	100%	100%
		l. Photovoltaic (Solar) – single-family residential that does not qualify for same-day permit (3 days)	Workload	-	58	-
			Performance	90%	29%	90%
m. Photovoltaic – multi-family residential and commercial (5 days)	Workload	-	24	-		
	Performance	90%	29%	90%		
5	Building	Percent of building permit reviews by other City departments/divisions completed on-time (no less than 2 business days before the targeted timeframe in Measure No. 5):				
		a. Fire Protection	Performance	90%	94%	90%
		b. Planning	Performance	90%	91%	90%
		c. Public Works (incl. Land	Performance	90%	98%	90%

Community Development Department

Measure Number	Responsible Division/Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
		Development, Public Services, Traffic, Transportation, and Solid Waste)				
		d. Community Services/Urban Forestry	Performance	90%	96%	90%
		e. Fire and Environmental Protection	Performance	90%	96%	90%
		f. Hazardous Materials	Performance	90%	89%	90%
		g. Housing	Performance	90%	95%	90%
6	Building	Number of inspections scheduled and percent completed as scheduled:				
		a. Building	Workload	-	7,767	-
			Performance	100%	100%	100%
		b. Fire Protection	Workload	-	192	-
Performance	100%		100%	100%		
7	Planning	Number of planning applications received at each approval level:				
		a. Staff-level	Workload	-	73	-
		b. Zoning Administrator	Workload	-	6	-
		c. City Council	Workload	-	8	-
8	Planning	I. Percent planning comment letters on formal development applications are sent to applicants within 30 calendar days, consistent with State law.	Performance	100%	100%	100%
		II. Percent of planning permits reviewed by other City departments/divisions within 15 calendar days:				
		a. Building	Performance	90%	93%	90%
		b. Fire Protection	Performance	90%	89%	90%
		c. Public Works/Land Development	Performance	90%	82%	90%

Community Development Department

Measure Number	Responsible Division/Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
		d. Community Services/Urban Forestry	Performance	90%	88%	90%
		e. Fire and Environmental Protection	Performance	90%	91%	90%
		f. Hazardous Materials	Performance	90%	85%	90%
		g. Housing	Performance	90%	85%	90%
9	Planning	Number of General Plan and Zoning Amendment updates in process.	Workload	-	9	-
10	Economic Development	I. Number of companies receiving business assistance from the City.	Workload	-	75	-
		II. Number of jobs created or retained by those companies receiving assistance.	Informational	-	214	-
	Department	Number of Ask Mountain View inquiries received.	Informational	-	111	-
	Department	Number of public hearing items presented by Dept.	Informational	-	44	
	Department	Number of contracts executed	Informational	-	32	

^(A) Represents the time to receive a City response on a building permit application based on the type of permit/development.

^(B) State Law (AB 1236) requires a City response in 5 days.

^(C) The Building Division had numerous leaves of absences and vacancies of Permit Center staff during this reporting period, which impacted on-time response rates. The Division continues to train and on-board consultant staff to assist with permit volumes.

Community Services Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
1	Departmental	Percentage of actual expenditures to budgeted expenditures for department operations.	Performance	<100%	51.3%	<100%
2	Administration	Open space acres per 1,000 population (including North Bayshore).	Performance	>3	>3	>3
3	Center for Performing Arts	Number of performances for the Mountain View Center for the Performing Arts:				
		a. Main stage	Performance	250	145	240 ^(A)
		b. Second stage	Performance	170	86	160
4	Urban Forestry	Number of trees trimmed and percent trimmed as a total of trees maintained.	Workload	5,000	5,686	6,000
			Performance	16%	19%	20%
5	Urban Forestry	Number of trees planted.	Workload	200	32	300
6	Parks	Number of park and open space acres maintained and cost of maintenance per acre (excluding natural habitat).	Workload	-	N/A ^(B)	-
			Performance	<\$25,000	\$20,939	<\$25,000
7	Parks	Per park acre water consumption.	Performance	<900 units	419	<900 units
8	Parks	Number of playground inspections completed and percent of playgrounds inspected.	Workload	-	307	-
			Performance	100%	50%	100%
9	Recreation	Total number of recreation program participants that are:				
		a. Youth	Workload	-	6,055	-
		b. Adults	Workload	-	434	-
10	Recreation	Percent of recreation program participants that are Mountain View residents.	Performance	>85%	91%	>85%

Community Services Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
11	Recreation	Number of Department-led special event days.	Workload	-	47	-
12	Recreation	Percent of capacity for facility use (hours booked/total hours available):				
		a. Community Center	Performance	>25%	23%	>25%
		b. Senior Center	Performance	>35%	25%	>35%
		c. Adobe Building	Performance	>35%	16%	>35%
		d. Gyms	Performance	>50%	34%	>50%
		e. Athletic Fields	Performance	>30%	19%	>30%
		f. BBQ Areas	Performance	>30%	25%	>30%
13	Recreation	Percent of growth in number of Recreation program participants.	Performance	5%	Reported Annually	5%
14	Golf	Percent of cost recovery for golf operations.	Performance	100%	100%	100%
	Departmental	Number of Ask Mountain View queries received.	Informational	-	320	-
	Departmental	Number of students that attended Deer Hollow Farm for school-year field trips.	Informational	-	1,477	-
	Departmental	Number of trees delivered to residents through the Arbor Day Tree Giveaway program	Informational	-	192	-
	Departmental	Number of meals provided through the Senior Nutrition Program.	Informational	-	23,624	-
	Departmental	Number of tickets sold for performances at the Center for the Performing Arts.	Informational	-	33,208	-
	Departmental	Number of hours reserved at the Community Center,	Informational	-	38,254	-

Community Services Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
		Senior Center, Historic Adobe Building, gymnasiums, BBQ areas and athletic fields.				
	Departmental	Number of recreation class and camp enrollment transactions processed.	Informational	-	3,928	-
	Departmental	Number of teens that attended Teen Job Fairs.	Informational	-	0 ^(C)	-
	Departmental	Number of visitors to the Rengstorff House through the historic home tours program.	Informational	-	876	-

^(A) Targets slightly lower for FY26-27 as maintenance will be occurring at MVCPA.

^(B) Number of acres maintained annually is currently measured at 216 acres. Acres maintained is not tracked monthly so there is no 6 month actual to report.

^(C) Teen job Fairs are in spring season.

Finance and Administrative Services Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
1	Departmental	Percentage of actual expenditures to budgeted expenditures for department operations.	Performance	<100%	60.8%	<100%
2	Departmental	Number of annual awards received in relation to number of awards applied for from professional associations. 1. Annual Comprehensive Financial Report (ACFR) Award 2. Budget Awards (two) 3. Procurement Award 4. Popular Annual Financial Report (PAFR) Award	Performance	5:5	4:2 ^(A)	5:5
3	Departmental	Number of regulatory reports filed and percent in compliance and on time.	Workload	-	4	-
			Performance	100%	100%	100%
4	Treasury	Maintain the City's credit rating at AAA.	Performance	Yes	Yes	Yes
5	Budget	Percentage variance between estimated actuals from midyear budget update and final actuals for major revenues (property tax, sales tax, transient occupancy tax, and rent/leases).	Performance	+ / -5%	Reported Annually	+ / -5%
6	Revenue	Number of utility billing cycles processed and percent completed within 20 days of the meter reading.	Workload	-	30	-
			Performance	90%	100%	90%
7	Accounting	The City's annual financial report is certified by the independent audit firm and receives an unmodified opinion.	Performance	Yes	Yes	Yes
8	Accounts Payable	Increase in percentage of vendors/customers using direct deposit for payment, based on 218 vendors.	Performance	>1%	7%	>1%

Finance and Administrative Services Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
9	Payroll	Percent of payroll payments processed outside of the normal cycle, based on 11,622 payments.	Performance	<1%	<1%	<1%
10	Purchasing	Percentage of time purchase order issued timely: 7 days (Purchases not requiring additional bids or documents) 14 days (Purchases requiring additional documents) 30 days (Informal purchases requiring bids with specifications or scope of work) 60 days (Formal purchases requiring bids and noticing) 90 - 120 days Request for Proposals and other complex purchases)	Performance	>89%	89.3%	>89%
11	Purchasing	Number of solicitations and percent awarded within agreed upon timeframe.	Workload	-	450	-
			Performance	>85%	89%	>85%
12	Purchasing	Number of contracts and agreements.	Workload	-	352	-
13	Purchasing	Number of contracts issued timely: Standard Agreements: 15 days Non-standard Agreements: 30 days	Workload	-	293	-
14	Purchasing	Number of Copy Center work orders and percent completed within agreed upon timeframe.	Workload	-	124	-
			Performance	>99%	100%	>99%
15	Risk Management	Total cost of workers' compensation program as a percentage of payroll.	Performance	<3%	3.2%	<3%
16	Risk Management	Ratio of workers' compensation claims closed to claims opened.	Performance	1:1	1.14:1	1:1

Finance and Administrative Services Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
	Departmental	Number of Ask Mountain View queries received.	Informational	-	31	-

^(A) Annual Comprehensive Financial Report (ACFR) and Budget (California Society of Municipal Finance Officers [CSMFO]) awards have been submitted for. Popular Annual Financial Report (PAFR) award will be submitted for. Results are unknown but it is anticipated that the City will continue to receive these awards.

Fire Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
1	Departmental	Percentage of actual expenditures to budgeted expenditures for department operations.	Performance	<100%	47.4%	<100%
2	Fire Protection	Total number of prehospital emergencies, rescues, and small fires, and percent where:	Workload	-	2,432	-
		a. The turnout time is two minutes or less	Performance	>90%	100%	>90%
		b. The travel time for the first-due unit is four minutes or less*	Performance	>90%	26%(A)	>90%
		c. The first-due unit arrives within 7 minutes, 30 seconds of the time from the receipt of the 9-1-1 call	Performance	>90%	86%(A)	>90%
3	Fire Protection	Total number of building fires and percent where:	Workload	-	15	-
		a. The turnout time is two minutes or less	Performance	>90%	100%	>90%
		b. The travel time for the first-due unit is four minutes or less*	Performance	>90%	43%(A)	>90%
		c. The travel time for all Mountain View units is eight minutes or less	Performance	>90%	92%	>90%
		d. The multiple-unit effective response force (ERF) of 15 personnel arrives within 11 minutes, 30 seconds from the time of the receipt of the 9-1-1 call	Performance	>90%	100%	>90%

Fire Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target	
		e. Fire Spread Confined to Object of Origin	Informational	-	53%	-	
		f. Fire Spread Confined to Room of Origin	Informational	-	87%	-	
		g. Fire Spread Confined to Building of Origin	Informational	-	100%	-	
4	Fire Prevention	Total number of plan checks conducted by the Fire Prevention Division and percent completed within 15 working days of receipt.	Workload	-	705	-	
			Performance	100%	100%	100%	
5	Fire Prevention	Total number of inspections conducted by the Environmental Safety Section and percent of assigned inspections completed.	Workload	-	881	-	
			a. Hazardous materials storage	Performance	100%	100%	100%
			b. Wastewater discharge	Performance	100%	100%	100%
6	Fire Prevention	Number of rental housing units inspected and percent with no correction notices issued.	Workload	-	853	-	
			Performance	100%	100%	100%	
7	OES Emergency Response	Number of disaster preparedness, response, and recovery trainings held and total number of participants trained.	Workload	-	0	-	
			Workload	-	0	-	
8	OES Emergency Response	Number of Community Emergency Response Team members and percent increase/(decrease) year-over-year.	Workload	-	1,328	-	
			Workload	-	+1.7%	-	

Fire Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
	Departmental	Number of Ask Mountain View queries received:			50	
		a. Fire and Environmental Protection Division (FEPD)	Informational	-	49	-
		b. Office of Emergency Services (OES)/ Public Information Officer (PIO)	Informational	-	1	-

* Standard based on National Fire Protection Association (NFPA) recommendation.

(A) Below target as a result of traffic congestion and simultaneous incident activity at peak hours of the day. The average travel time for the first-due unit to arrive for prehospital emergencies, rescues, and small fire incidents is 4 minutes 47 seconds. The average total response time for the first-due unit to arrive for prehospital emergencies, rescues, and small fire incidents of the time from the receipt of the 9-1-1 call is 5 minutes 55 seconds. This average response time is below the required response time of 7 minutes and 59 seconds established by the County of Santa Clara Emergency Medical Services System. The average travel time for the first-due unit to arrive for a building fire incident is 3 minutes 32 seconds. Population growth has also contributed to below target travel times. Over the past 10 years, the population has increased by 8%, while, on average, call volume has increased by 44%, which implies an exponential relationship between population increase and call volume. In addition, the department's training model of using the Engine 54 crew citywide with incident activity and traffic congestion thins out available crews too much at peak hours of the day. This deficiency is addressed in a report conducted by Citygate Associates: "Community Hazard and Risk Assessment, Stands of Cover Study, and Location Analysis (2020)."

Housing Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
1	Departmental	Percentage of actual expenditures to budgeted expenditures for departmental operations.	Performance	<100%	52.7%	<100%
2	Affordable Housing	Number of households served by CDBG public service programs.	Performance	1,032	N/A ^(C)	1,032
3	Affordable Housing	Number of deed-restricted affordable housing units (BMR and NOFA units) approved.	Workload	-	61	-
4	Rent Stabilization	Number of community members assisted through the Rent Stabilization program, concerning CSFRA, MHRSO, TRAO, Help Center, MVMP (email, phone, and in person). ^(A)	Performance	2,000	1,811	2,500
5	Rent Stabilization	Number of community members staff connected with through Rent Stabilization Program outreach efforts, workshops, and trainings.	Performance	3,000	2,350	3,000
6	Rent Stabilization	Percentage of properties in compliance with annual registration requirements. ^(B)	Performance	75%	0%	75%
7	Rent Stabilization	Percentage of properties in compliance with annual fee payment requirements. ^(B)	Performance	90%	0%	90%
	Departmental	Number of Ask Mountain View queries received.	Informational	-	5	-

^(A) Response to all intake requests to the division. Acronyms:

CSFRA - Community Stabilization and Fair Rent Act
MHRSO - Mobile Home Rent Stabilization Ordinance
TRAO - Tenant Relocation Assistance Ordinance
MVMP - Mountain View Mediation Program

^(B) Registration and Fee Payment Requirements are due in January of each fiscal year and will be reported at the end of each fiscal year.

^(C) Payments to CDBG subrecipients for FY 2025–26 have not yet been issued due to new administrative requirements associated with federal executive orders. Consequently, no performance data can be collected or reported at this time.

Human Resources Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
1	Departmental	Percentage of actual expenditures to budgeted expenditures for department operations.	Performance	<100%	49.5%	<100%
2	Recruitment and Retention	Number of voluntary separations and overall turnover rate for regular positions.	Workload	-	28	-
			Performance	<10%	3.93%	<10%
3	Recruitment and Retention	Number of recruitment appointments, not including promotions for flexibly-staffed positions, and percent of:	Workload	-	44	-
		a. Recruitments/vacant positions filled with internal candidates	Performance	>30%	36.36%	>30%
		b. Recruitments in which eligibility lists are delivered to the department in accordance with established timeline	Performance	>90%	93.1%	>90%
		c. Retention of new hires in their first year	Performance	>90%	96.3%	>90%
4	Benefits	Number of new employee benefit orientation sessions and percent conducted within three working days of hire.	Workload	-	14	-
			Performance	>98%	100%	>98%
5	Benefits	Number of retirement planning meetings conducted and percent of retiring employees served.	Workload	-	11	-
			Performance	>90%	100%	>90%
6	Benefits	Number of employee benefit inquiries and percent responded to within two working days.	Workload	-	177	-
			Performance	>98%	100%	>98%
7	Organizational Development	Number of department led or organized in-house trainings and:	Workload	-	18	-

Human Resources Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
		a. Percent of total trainings offered with at least 75% of participants rating the training as very good or excellent overall	Performance	>90%	85%	>90%
		b. Cumulative number of training hours received by employees.	Workload	-	1,132	-
8	Organizational Development	Number and percentage of total employees participating in a department led, organized, or sponsored training.	Workload	-	Reported Annually	-
			Performance	>33%	Reported Annually	>33%
9	Organizational Development	Percent of legally-mandated employee trainings (ethics, harassment, mandated reporter) completed as required.	Performance	100%	Reported Annually	100%
10	Wellness	Number and percentage of employees participating in the voluntary Wellness Incentive Program.	Workload	-	Reported Annually	-
			Performance	>33%	Reported Annually	>33%
	Departmental	Number of Ask Mountain View queries received.	Informational	-	3	-

Information Technology Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
1	Departmental	Percentage of actual expenditures to budgeted expenditures for department operations.	Performance	<100%	53.5%	<100%
2	Departmental	Percentage of uptime for the City's:				
		a. Critical servers ^(A)	Performance	>99.9%	>99.9%	>99.9%
		b. Internet connectivity from the network ^(A)	Performance	>99.9%	>99.9%	>99.9%
3	Departmental	Number of IT helpdesk tickets and percent responded to during normal business hours within:	Workload	-	1754	-
		a. One hour for issues prioritized as critical (system down for multiple business units or customers)	Count / Performance	>90%	29 89.66%*	>90%
		b. Four hours for issues prioritized as medium (system degraded for multiple users)	Performance	>90%	482 >90%	>90%
		c. Eight hours for issues prioritized as low (system degraded for one user)	Performance	>90%	1243 >90%	>90%
4	Departmental	Number of Geographic Information System requests and average time to respond.	Workload	-	92	-
			Performance	90% < 8 hours	97.83%	90% < 8 hours
5	Departmental	Number of client devices supported:				
		a. Personal computers and laptops	Workload	-	745	-
		b. Voice over Internet Protocol (VoIP) phones	Workload	-	697	-
		c. Mobile devices	Workload	-	269	-
6	Departmental	Number of survey respondents and percent rating Desktop Support	Informational	-	5	-
			Performance	>85%	>85%	>85%

Information Technology Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
		Services as good or excellent.				
7	Departmental	Number of end-user application implementations and upgrades underway and number of applications in the queue.	Workload	-	6	-
			Workload	-	7	-
8	Departmental	Number of devices supported with malware software and percent with up-to-date software.	Workload	-	981	-
			Performance	>99%	>99%	>99%
	Departmental	Number of Ask Mountain View queries received.	Informational	-	2	-

^(A) Does not include scheduled maintenance.

* Metric not meeting standard due to reduced staffing levels.

Library Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
1	Departmental	Percentage of actual expenditures to budgeted expenditures for department operations.	Performance	<100%	47.1%	<100%
2	Departmental	Total number of visits to the Library.	Workload	-	189,585	-
3	Departmental	Total circulation:	Workload	-	686,697	-
		a. Physical items (number and percent of total)	Workload	-	512,386	-
			Workload	-	75%	-
		b. Electronic items (number and percent of total)	Workload	-	174,311	-
			Workload	-	25%	-
4	Departmental	Total number of Library programs offered and patrons served.	Workload	-	236	-
			Performance	20,000	18,398	20,000
		a. Number of author talk programs and patrons served.	Informational	-	19	-
			Informational	-	460	-
		b. Number of early childhood literacy and youth enrichment programs and patrons served.	Informational	-	119	-
			Informational	-	12,368	-
		c. Number of finance and economic vitality programs and patrons served.	Informational	-	0	-
			Informational	-	0	-
		d. Number of health and wellness programs and patrons served.	Informational	-	22	-
			Informational	-	1,068	-
		e. Number of lifelong learning programs and patrons served.	Informational	-	16	-
			Informational	-	349	-
		f. Number of multicultural programs and patrons served.	Informational	-	35	-
			Informational	-	1,260	-
		g. Number of sustainability and livability programs and patrons served.	Informational	-	19	-
Informational	-		2,481	-		
	Informational	-	6	-		

Library Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
		h. Number of tours and class visits and patrons served.	Informational	-	412	-
5	Departmental	Number of new items received and percent put into circulation within 10 days of receipt.	Workload	-	8,896	-
			Performance	100%	72.3% ¹	70%
6	Departmental	Number of items returned and percent available for checkout within 1 business day.	Workload	-	323,838	-
			Performance	100%	100%	100%
7	Departmental	Total Library cardholders.	Workload	-	61,559	-
		a. New cardholders added	Workload	-	10,845	-
		b. Percent change year-over-year	Performance	>5%	4%	>5%
8	Departmental	Total hours the study rooms were in use and percent of time booked.	Workload	-	11,248	-
			Workload	-	70%	-
9	Departmental	Total hours of operation for the Bookmobile.	Workload	-	491	-
		a. Visitors served	Workload	-	3,958	-
		b. Materials circulated	Workload	-	9,642	-
		c. New Library cards issued from Bookmobile	Workload	-	126	-
		d. Number of regular stops	Workload	-	164	-
		e. Number of programs offered	Workload	-	16	-
10	Departmental	Number of deliveries to homebound clients and total items delivered.	Workload	-	48	-
			Workload	-	126	-
11	Departmental	Number of community events with Library representation and number of interactions.	Workload	-	5	-
			Performance	3,000	1,477	3,000
		a. Number of community events featuring the Bookmobile and visitors served.	Informational	-	1	-
			Informational	-	748	-

Library Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
12	Departmental	Number of subscribers to monthly email newsletter and:	Workload	-	31,464	-
		a. Percent change year-over-year	Performance	25%	24%	25%
		b. Percent of newsletters opened by recipients	Performance	>40%	39%	>40%
		c. Average percent of communications from government entities opened by recipients.	Informational	-	34%	-
	Departmental	Number of Ask Mountain View queries received.	Informational	-	14	-

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1. Disruption among Library material vendors led to inconsistencies in receiving shipments, which increased the amount of time for items to reach the shelves, impacting the total percentage going into circulation within 10 days.

Police Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
1	Departmental	Percentage of actual expenditures to budgeted expenditures for department operations.	Performance	<100%	51.2%	<100%
2	Field Operations	Sustain a violent crime rate below the Countywide rate:				
		a. Number of violent crimes	Workload	-	179	-
		b. Rate of violent crimes in Mountain View per 100,000 population	Performance	< 380	206.91	<422
		c. Rate of violent crimes in Santa Clara County (SCC) per 100,000 population	Informational	380	-*	422
3	Support Operations	Sustain a violent crime clearance rate higher than the Countywide rate:				
		a. Number of violent crimes cleared	Workload	-	67	-
		b. Mountain View clearance rate	Performance	> 40.7	37.43**	> 40.8
		c. Santa Clara County clearance rate	Informational	40.7	-*	40.8
4	Field Operations	Sustain a property crime rate below the Countywide rate:				
		a. Number of property crimes	Workload	-	1297	-
		b. Rate of property crimes in Mountain View per 100,000 population	Performance	< 1,866	1499.20	< 2,324
		c. Rate of property crimes in Santa Clara County per 100,000 population	Informational	1,866	-*	2,324
5	Field Operations	Sustain a fatal and injury traffic collision rate below the Countywide rate:				
		a. Number of fatal and injury traffic collisions	Workload	-	182	-

Police Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
		b. Rate of fatal and injury traffic collisions in Mountain View per 100,000 population	Performance	< 459	210.37	< 465
		c. Rate of fatal and injury traffic collisions in Santa Clara County per 100,000 population	Informational	459	-*	469
		d. Number of directed traffic enforcement operations in Mountain View	Workload	-	82	-
6	Field Operations	Number of priority 0 (highest priority) calls and percent of those calls where an officer arrives on-scene within 5 minutes. (There is no national standard for police on-scene arrival times.)	Workload	-	36	-
			Performance	90%	91.66%	90%
7	Emergency Comms. Center	Number of incoming 9-1-1 calls and percent answered within nine seconds (National Emergency Number Association standard is 15 seconds).	Workload	-	11304	-
			Performance	95%	97%	95%
8	Youth Services Unit	Number of youth participants in outreach programs.	Workload	-	349	-
9	Neighborhood and Events Services	Total number of community engagement events participated in by Police Department personnel.	Workload	-	46	-
10	Records	Total number of public records act requests received and total time spent on responses.	Workload	-	1441	-
			Workload	-	453.30	-
11	Support Services Division	Mental health/crisis intervention calls as a percent of total incidents.	Workload	-	2%	-

Police Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
	Departmental	Number of Ask Mountain View queries.	Informational	-	736	-

*Numbers are only posted annually.

**MVPD continues to monitor violent crime clearance rates. Different County agencies vary in how violent crimes are categorized and reported, as well as in their case-clearing practices, which affects the consistency and comparability of reported clearance rates across jurisdictions.

Public Works Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
1	Departmental	Percentage of actual expenditures to budgeted expenditures for department operations.	Performance	<100%	76.5%	<100%
2	Departmental	Number of active Public Works Capital Improvement Projects.	Workload	-	184	-
		a. Average number of capital projects per full-time equivalent capital project manager	Workload	-	9.2	-
		b. Percent of capital projects exceeding \$10 million	Workload	-	5.78%	-
		c. Ratio of new projects added to existing projects closed out	Performance	1:1	1:1.35	1:1
3	Departmental	Cumulative miles of bicycle facilities provided and maintained, measured at the end of fiscal year:				
		a. Class I (Multiuse Path)	Workload	-	25.97	-
		b. Class II (Bike Lane)	Workload	-	27.6	-
		c. Class III (Bike Boulevard)	Workload	-	0.98	-
		d. Class IV (Protected / Separated Bikeway)	Workload	-	5.78	-
4	Transportation and Business Services	Citywide waste diversion rate (Goal of 90% Zero Waste by 2030).	Performance	85%	85.3	85%
5	Transportation and Business Services	Community Shuttle ridership:				
		a. Average weekday ridership	Informational	1,059	917	-
		b. Average weekend day ridership	Informational	278	237	
		c. Total Annual riders	Informational	297,572	129,981	-
		d. Riders per service hour	Informational	23	19.3	-
		e. Cost per rider	Informational	10.89	10.72*	-

*Cost per rider is lower because EV leases started later than expected leading to operation cost being lower than estimated

Public Works Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
6	Transportation and Business Services	Number of work orders received by Facilities and percent responded to within 30 days.	Workload	-	1,089	-
			Performance	90%	89.26%	90%
7	Transportation and Business Services	Number of work orders received by Fleet and percent responded to within 30 days.	Workload	-	818	-
			Performance	90%	95%	90%
8	Transportation and Business Services	Number of bicycle and pedestrian safety education events and number of students educated.	Performance	12 events	12 events	12 events
			Performance	3,500 students	3,500 students	3,500 students
9	Engineering	Number of road miles repaved and average Citywide Pavement Condition Index score.	Workload	-	6.86	6
			Performance	PCI 70	67	PCI 70
10	Engineering	Number of construction projects awarded and percent of time approved bid is within 25% of engineer's estimate.	Workload	-	15	-
			Performance	>75%	80%	>75%
11	Engineering	Number of excavation permits issued and percent reviewed within standard timelines.	Workload	-	314	-
			Performance	80%	96%	80%
12	Engineering	Number of planning application reviews and percent reviewed within standard timelines.	Workload	-	101	-
			Performance	90%	90%	90%
13	Engineering	Number of building plans reviewed and percent reviewed within standard timelines.	Workload	-	448	-
			Performance	80%	92%	80%
14	Engineering	Number of traffic signals and percent receiving preventive maintenance or upgrades.	Workload	-	92	-
			Performance	95%	100%	95%
15	Public Services	Number of sanitary sewer spills.	Workload	-	0	-

Public Works Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
16	Public Services	Length of sanitary sewer system inspected or cleaned annually.	Performance	>18 miles	20.2	>18 miles
17	Public Services	Number of water main breaks.	Workload	-	4	-
18	Public Services	Number of water quality tests performed.	Workload	10,000	5500	10,000
19	Public Services	Percent of water quality tests in compliance with water quality standards in water system.	Informational	100%	100%	100%
20	Public Services	Average daily recycled water delivery, calculated in millions of gallons a day (mgd), and its percentage of total water supply.	Informational	-	0.7 MGD	-
			Informational	-	7%	-
21	Public Services	Number of air and water quality tests performed and percent in compliance with regulatory standards at the City's closed landfill.	Workload	-	3,682	-
			Performance	85%	99.9%	85%
22	Public Services	Number of graffiti abatement requests on City property or right-of-way and percent abated within 5 business days.	Workload	-	102	-
			Performance	90%	97%	90%
23	Public Services	Number of potholes/minor street maintenance requests and percent repaired within 5 business days.	Workload	-	38	-
			Performance	85%	100%	85%
24	Public Services	Number of raised sidewalk complaints and percent addressed within 5 business days.	Workload	-	49	-
			Performance	85%	88%	85%

Public Works Department

Measure Number	Responsible Division/ Section	Measure	Measure Type	2025-26 Target	2025-26 6 Months	2026-27 Target
25	Public Services	Number of City streetlight maintenance or repair requests and percent completed within 5 business days.	Workload	-	35	-
			Performance	85%	83%	85%
26	Departmental	Number of Ask Mountain View queries:				
		a. Traffic Engineering	Informational	-	353	-
		b. Streets	Informational	-	207	-
		c. Bicycle/Pedestrian	Informational	-	28	-
		d. Other	Informational	-	187	-